

TROUBLESHOOTING

For additional information, contact your Hutchinson Technology representative or one of the Service Centers listed below.

U.S. and Canada Service Center

Telephone: 800.419.1007 or 320.587.1926
 Fax: 320.587.1555
 Email: biom.usa@hti.htch.com

European Service Center

Telephone: +31 26 365 33 70
 Fax: +31 26 365 33 72
 Email: biom.eu@hti.htch.com

Troubleshooting Guide

Symptoms	Action
The InSpectra™ StO₂ Tissue Oxygenation Monitor does not power on.	Battery may be discharged. 1. Ensure the monitor is connected to AC power and the ON/OFF button is in the ON position.
No data on monitor LCD screen	1. Check the connection between the sensor and the optical cable. 2. If the collar between the sensor and the optical cable is not seated correctly, the monitor will not receive a signal. 3. Connect the optical cable to the System Check to verify the monitor is working. (See InSpectra StO₂ System Check section.)
No StO ₂ measurement: 2 dashes displayed (- -)	Sensor may not be placed properly over tissue that has adequate hemoglobin content. 1. Adjust placement of sensor and attempt to maximize THI value. Excessive dirt and grime under sensor. 1. Clean patient skin where sensor will be attached. Excessive ambient light may be entering the sensor. 1. Ensure the sensor shield is fully adhered to the patient. 2. Reduce the level of ambient light near the sensor or cover the sensor with additional light absorbing material such as a dark towel. Insufficient optical signal. The optical cable and/or sensor may be damaged. 1. Connect the optical cable to the System Check to verify the monitor is working. (See InSpectra StO₂ System Check section.) 2. Replace the sensor. 3. If error condition persists, contact the Service Center. System error. 1. Turn the system OFF and then ON. 2. If the error condition persists, contact the Service Center.
High / Low StO ₂ Alarms	Either the High or Low StO ₂ alarm has activated. 1. User can mute alarm for up to two minutes by pressing the Alarm Mute button. 2. Change alarm limit settings. See StO₂ Alarm Menu section.

Error Messages

Display	Situation	Action
Communication Error	There is an internal communication error inside the monitor.	<ol style="list-style-type: none"> 1. Turn power OFF, then ON. 2. If error occurs again, contact the Service Center.
Defective LED or Optical Cable	The monitor is detecting too little light to make an accurate measurement.	<ol style="list-style-type: none"> 1. Turn power OFF, then ON. 2. Disconnect and reconnect sensor. 3. Connect a new sensor. 4. Contact Service Center if error message continues after trying a new sensor.
Defective Sensor	The electrical connection to the sensor may be faulty. The cause may be in either the optical cable or sensor.	<ol style="list-style-type: none"> 1. Disconnect and reconnect sensor. 2. Connect a new sensor. 3. Contact Service Center if error message continues after trying a new sensor.
Over Temperature	The internal temperature of the monitor has exceeded 55°C.	<ol style="list-style-type: none"> 1. Turn off monitor and allow cooling to ambient temperature. 2. Ensure that the inlet grill on the bottom of the monitor is clear of obstruction (place monitor on a hard flat surface). 3. Check that fan is running when AC power is connected; if not, contact the Service Center.

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Advancing Better Therapies

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